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EDITORIAL

This second issue of the journal *Tourism and Hospitality Management* in 2019 encompasses eight high quality scientific papers. Contributions were made by thirteen authors from eight countries around the world: Cyprus, Czech Republic, India, Italy, Jordan, United States of America, Taiwan and Vietnam. Given the great variety of authors, this issue covers wide range of topics starting from factors influencing tourism demand, tourists' behavioural patterns, generation Z's travel decision making, online travellers reviews, hotel business performance organisation, up to issues related to dropout indicators in tourism higher education. Additionally, four doctoral dissertations summaries and one teaching case study also present valuable part of this issue.

The objective of the first paper *Means of Transport of Foreign Tourists in Italy and the Tourism Balance of Payments* is to examine the spending behaviour of foreign tourists with respect to both the means of transport chosen to arrive to Italy and the nature of the specific destinations. The results indicate that for seaside destinations, the preferred mode of travel to reach the country is by roads, while tourists tend to travel by air when their aim is to visit cities with cultural and artistic offerings. Moreover, the category with the greatest overall expenditure in the foreign tourist market for Italy is made up of visitors arriving by aeroplane, those from Europe who reach the country by car spend more money than their co-nationals who travel by air.

The second paper entitled *Mapping International Students' Expectations from the CY Hospitality and Tourism Higher Education: An Early Dropout Indicator* revealed the Interpersonal Expectations to be the most influential and high risk factor to a college dropout, altering the importance of the interpersonal and subjective nature of the self-definitional needs. Furthermore, the behavioural expectations specify students' personal desire for monetary, work experience gains and industry reputation based benefits from internships rather than the program's accreditation, quality and academic standards. The consuming behaviour positions International students' expectations from inelastic to extremely elastic emotional buying and dropout behaviour. Thus, the psycho-behavioural and demographic analysis, as a pathway, may predict future student learning engagement or disengagement with academic success and graduation or college dropout, respectively

Results of the third paper entitled *The Factors Influencing Taiwanese Demand to Travel Abroad* reveal that the effects of the consumer price index in the destination country, the Google search index for travel web pages, and the difference in the consumer price index in Taiwan are statistically significant and positively related to the number of Taiwanese overseas tourists. On the other hand, the Google search index for travel news has a negative statistical significance. This study adopts online searching behaviour as a proxy variable to evaluate the intention to consume. In addition to economic factors, by promptly and effortlessly obtaining users' search trends and intentions, this study then correctly predicts tourists' demands, determines the best travel itinerary for tourists, and strengthens the quality of tourism services.

Next paper entitled *Understanding Generation Z's Social Decision-Making in Travel* proposes a new decision-making process that Generation Z adopt when they shop for travel and tourism services through social and mobile applications (i.e., hotels, airlines, attractions, and restaurants). The proposed model consists of five stages, each deeper and more complex: 1) Inspiration, 2) Need for Social Recognition, 3) Planning, Search and Evaluation, 4) Booking, and 5) Post-Booking Evaluation. This study proposes a unique decision-making process for Generation Z travellers in the realm of social and mobile business.

The objective of the fifth paper, *What Motivates Posting Online Travel Reviews? Integrating Gratifications with Technological Acceptance Factors* is to understand the effect of travellers' motivations and technological acceptance factors on intentions to post online reviews. The results reveal that altruism, reciprocity, effort expectancy, habit and hedonic motivations have positive influence, whereas economic rewards negatively influence the intentions of travellers to post online reviews. No significant relationship between social influence and review posting intentions of travellers was found, however, a significant relationship was observed between altruism and effort expectancy; reciprocity and effort expectancy and habit and effort expectancy.

The outcomes of the paper entitled *Determining Behaviour Intentions from the Overall Destination Image and Risk Perception* demonstrate that two dimensions of perceived risks (financial and performance risk) had significant impact on the overall destination image and on tourists' behavioural intentions, however, physical, time, and socio-psychological perceived risks were neither important to the tourists' revisit intention nor to the overall image. This study establishes an empirical relation between risk dimensions, overall image, and tourists' behavioural intentions indicating findings' implications on tourism industry.

Dynamic Capabilities and High Performance Organization of Hotel Business: Empirical Investigation into World Class Tourism Destination is the study that provides empirical evidence on the causal relationships among the effects of the dynamic capabilities, high-performance organization and organizational performance of hotel businesses. The results show that hotel characteristics differently affected dynamic capabilities, the high-performance organization and performance. The results also indicate that the high-performance organization not only has a direct positive effect on performance but also completely meditates the relationship between dynamic capabilities and performance.

The results of the last paper in this issue, *Customer Satisfaction & Engagement Behaviours Towards the Room Rate Strategy of Luxury Hotels,* indicate that the higher service quality towards dynamic hotel room rates, the higher is the customer satisfaction and engagement behaviours. The significant perception of hotel users is mostly caused by "price fairness" in turns, influences customer satisfaction levels.

In the end, we would like to express special thanks to all authors for their fine contributions to this issue and to all reviewers for their invaluable insights, suggestions and comments that significantly enhanced the quality of the papers.

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Editors